

Enterprise Incident Report May 2012

As of 6/4/2012

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
AGRC	Capitol Desktop Support	Amy Parker	1 0	1 0
		Brian Bintz	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Capitol Hosting	Curtis Parker	4 0	4 0
		Danny Black	1 0	1 0
		Mycah Mattox	1 0	1 0
		Assigned to Individual Total	6 0	6 0
	Help Desk	Brenda Treadway	1 1	1 1
		Julie VanBeekum	1 1	1 1
		Assigned to Individual Total	2 2	2 2
	Network Operations	Brian Chatwin	3 1	3 1

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			Low	FCR Total
AGRC	Network Operations	Robert Ryan	10	10
		Assigned to Individual Total	41	41
	Assigned Group Total		143	143
Customer Company Total			143	143

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
AGRC	Capitol Desktop Support	Amy Parker	1 0	1 0
		Brian Bintz	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Capitol Hosting	Curtis Parker	4 2	4 2
		Danny Black	1 0	1 0
		Mycah Mattox	1 1	1 1
		Assigned to Individual Total	6 3	6 3
	Help Desk	Brenda Treadway	1 0	1 0
		Julie VanBeekum	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Network Operations	Brian Chatwin	3 0	3 0

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			Low	MIR Total
AGRC	Network Operations	Robert Ryan	10	10
		Assigned to Individual Total	40	40
	Assigned Group Total		143	143
Customer Company Total			143	143

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
AGRC	Capitol Desktop Support	Amy Parker	1 0.13	1 0.13
		Brian Bintz	1 0.19	1 0.19
		Assigned to Individual Total	2 0.16	2 0.16
	Capitol Hosting	Curtis Parker	4 11.06	4 11.06
		Danny Black	1 0.42	1 0.42
		Mycah Mattox	1 12.92	1 12.92
		Assigned to Individual Total	6 9.60	6 9.60
	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Julie VanBeekum	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	Network Operations	Brian Chatwin	3 0.46	3 0.46

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			Low	ATTIR Total
AGRC	Network Operations	Robert Ryan	1 0.54	1 0.54
		Assigned to Individual Total	4 0.48	4 0.48
	Assigned Group Total		14 4.27	14 4.27
Customer Company Total			14 4.27	14 4.27

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AGRC

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
AGRC	Capitol Desktop Support	Amy Parker	1 1	1 1
		Brian Bintz	1 0	1 0
		Assigned to Individual Total	2 1	2 1
	Capitol Hosting	Curtis Parker	4 2	4 2
		Danny Black	1 0	1 0
		Mycah Mattox	1 1	1 1
		Assigned to Individual Total	6 3	6 3
	Help Desk	Brenda Treadway	1 0	1 0
		Julie VanBeekum	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Network Operations	Brian Chatwin	3 0	3 0

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AGRC

			Low	MR Total
AGRC	Network Operations	Robert Ryan	10	10
		Assigned to Individual Total	40	40
	Assigned Group Total		144	144
Customer Company Total			144	144

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
AGRC	Capitol Desktop Support	Amy Parker	1 8.23	1 8.23
		Brian Bintz	1 0.49	1 0.49
		Assigned to Individual Total	2 4.36	2 4.36
	Capitol Hosting	Curtis Parker	4 15.86	4 15.86
		Danny Black	1 0.67	1 0.67
		Myciah Mattox	1 12.92	1 12.92
		Assigned to Individual Total	6 12.84	6 12.84
	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Julie VanBeekum	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	Network Operations	Brian Chatwin	3 0.93	3 0.93

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			Low	ATTR Total
AGRC	Network Operations	Robert Ryan	1 0.86	1 0.86
		Assigned to Individual Total	4 0.91	4 0.91
	Assigned Group Total		14 6.39	14 6.39
Customer Company Total			14 6.39	14 6.39

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Detail

INC000000504204	Matt Peters	Network	None	None		TIR Missed: No	0.54
	Network Operations	Robert Ryan	AGRC	Low	Closed	TTR Missed: No	0.86
INC000000507771	David Buell	PC/Laptop	Performance	None		TIR Missed: No	0.13
	Capitol Desktop Support	Amy Parker	AGRC	Low	Closed	TTR Missed: Yes	8.23
INC000000508155	Matt Peters	None	None	None		TIR Missed: No	0.00
	Capitol Hosting	Curtis Parker	AGRC	Low	Closed	TTR Missed: No	0.00
INC000000509038	Matt Peters	None	None	None		TIR Missed: No	0.00
	Network Operations	Brian Chatwin	AGRC	Low	Closed	TTR Missed: No	0.00
INC000000509331	Matt Peters	Network	Performance	None		TIR Missed: Yes	39.02
	Capitol Hosting	Curtis Parker	AGRC	Low	Closed	TTR Missed: Yes	39.18
INC000000510132	Spencer Jenkins	None	None	None		TIR Missed: Yes	5.06
	Capitol Hosting	Curtis Parker	AGRC	Low	Closed	TTR Missed: Yes	24.02
INC000000512398	Matt Peters	Network	None	None		TIR Missed: No	0.68
	Network Operations	Brian Chatwin	AGRC	Low	Closed	TTR Missed: No	0.72
INC000000517298	Matt Peters	Network	None	None		TIR Missed: No	0.69
	Network Operations	Brian Chatwin	AGRC	Low	Closed	TTR Missed: No	2.07
INC000000517418	Steven Gourley	Server	None	None		TIR Missed: No	0.42
	Capitol Hosting	Danny Black	AGRC	Low	Closed	TTR Missed: No	0.67
INC000000521501	Michael Foulger	Application	Reporting	Novell GroupWise		TIR Missed: No	0.19
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Resolved	TTR Missed: No	0.49
INC000000521584	Matt Peters	Network	Performance	None		TIR Missed: Yes	12.92
	Capitol Hosting	Myciah Mattox	AGRC	Low	Resolved	TTR Missed: Yes	12.92
INC000000523651	Mike Heagin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	AGRC	Low	Resolved	TTR Missed: No	0.00
INC000000523795	K Kelly Green	None	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	AGRC	Low	Resolved	TTR Missed: No	0.00
INC000000525219	Matt Peters	Network	None	None		TIR Missed: No	0.17
	Capitol Hosting	Curtis Parker	AGRC	Low	Resolved	TTR Missed: No	0.24